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CSD *News Release*

March 28, 2002

ASSISTANCE TO BRITISH VISITOR EARNS TAXI DRIVER 'CHAUFFEUR OF THE YEAR AWARD'

A part-time taxi driver who last May went to the assistance of a British visitor who had lost his travel documents and all his money, was today named Miami-Dade County's Taxicab Chauffeur of the Year for 2001.

Krambell Antoine, 28, was honored in a ceremony at the County Commissioners' Chambers in the Stephen P. Clark Government Center in Downtown Miami, and presented with a plaque by District 3 Commissioner, Dr. Barbara Carey-Shuler.

His prizes were a round trip airfare for two to anywhere in the continental USA, courtesy of the Greater Miami Visitors and Convention Bureau, plus \$2,500 from the Miami-Dade County Taxicab Drivers Incentive Program.

Antoine had previously been recognized for his assistance to British visitor, Peter Gurd, with the Chauffeur of the Quarter Award for April – June 2001.

The awards are part of the Taxicab Chauffeur Incentive Program (TCIP), which the Miami-Dade County Consumer Services Department (CSD) implemented in 1998 to help raise customer service standards in the industry.

The incident that led to the awards occurred last May when Gurd left a bag with his travel documents and all his money in a taxicab. Antoine, who had taken a passenger to the Marriott Hotel where Gurd was staying, came to the British visitor's assistance, taking him to the police station to file a report and to Miami International Airport in the hope of spotting the cab in which the bag had been left. He also bought lunch for Gurd and offered to lend him money. "Krambell Antoine is a credit to your taxi service," Gurd later wrote to the hotel.

Also honored at this morning's ceremony were Pierre Robillard, Gerald Raphael and Christian Joseph who won the other three Chauffeur of the Quarter Awards last year.

Dr. Carey-Shuler commended all four drivers for "making Miami-Dade County a wonderful place to live and visit."

She also thanked the travel and hospitality industry representatives who served on last year's selection panel, presenting each with a commemorative plaque.

Krambell Antoine, who graduates from Miami-Dade Community College this summer with an associate degree in respiratory therapy, says he will continue driving a cab even after he has found work in that field, because the taxi industry "has been good to me."

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The Miami Dade Consumer Services Department is an agency of Miami-Dade County government that protects consumers through complaint mediation, business regulation, and consumer education. The Department operates the Consumer Hotline (305) 375-3677, a central telephone number for consumer complaints and information.